THE RELATIONSHIP BETWEEN CYBER LOAFİNG AND JOB SATISFACTION IN HEALTHCARE EMPLOYEE

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A R T I C L E   I N F O

Abstract

The high job satisfaction of employees, a significant influence on the company's strong competitiveness. On the other hand, the development of communication technologies led to the appearance of cyber-loafing behaviors in employees. In this study, the relationship between job satisfaction and cyber-loafing in healthcare employee is examined. The aim of this study is to examine the relationship between cyber-loafing and job satisfaction in health care employee. In this study, quantitative research methods were used. The easy sampling method is preferred A face-to-face questionnaire was applied to 300 personnel. In order to determine differences in the analysis of the study, t-test and one-way variance analysis were applied in independent groups and pearson correlation test was applied in order to search for relationships. It was determined that the participants ' cyber-loafing levels were moderate and the job satisfaction levels were above the middle. As a result of the research, a very weak positive relationship was found between cyber-loafing and job satisfaction. Increasing use of technology and internet is also expected to increase the cyber-loafing activities. If control is not achieved, it seems inevitable that it will lead to loss of productivity.

1. INTRODUCTION

The widespread use of communication and information technologies brings with it negative consequences such as cyber-loafing behaviors as well as effective and efficient work of the employees in a short period of time (Candan and İnce, 2016:229; Lim and Teo 2005:1082). One of the main points in the success of organizations in the global age is that employees are effective and productive (Vitak et. al., 2011:1751). In addition, employees' motivations, organizational commitment and high job satisfaction are important factors in the firm's strong competitiveness (Çavuşoğlu and Palamutçuoğlu, 2017:431).

The cyber-loafing is defined as the use of the internet and mobile technology for personal purposes during working hours (Vitak et al., 2011:1751). Cyber-loafing activities include the use of the internet for personal use by the employee at work and during working hours. These activities include the external and malicious use of the Internet by preventing employees from doing their jobs (Afacan Fındıklı, 2016:35; Çivilidağ, 2017:357). The researches show that the cyber-loafing actions tend to increase as the internet becomes an integral part of the business and private life (Ünal and Tekdemir, 2015:96). When it is thought

that cyber-loafing leads to loss of productivity, it is seen that management and underlying causes are important facts to be investigated (Örücü and Yıldız, 2014:100; Kanten 2014:14). Job satisfaction is explained as pleasure and positive feelings described in the evaluation of business life (Nal and Nal, 2018:132). Job satisfaction According to Locke (1976:1300), "a positive emotional state arising from a person's assessment of work or work experience". Job satisfaction is important for every profession, but it is more important for health workers who serve people's health (Hoş and Oksay, 2015:2).

When the academic studies on cyber-loafing and job satisfaction were examined, it was realized that the studies between the two variables were very limited (Çavuşoğlu and Palamutçuoğlu, 2017; Çelik, 2014; Çivilidağ, 2017) and there were no studies in the field of Health in Turkey. This study is based on the hypothesis that as employees' job satisfaction increases, cyber-loafing behavior may decrease. The purpose of the study is to determine the differences between the cyber-loafing and the job satisfaction according to the demographic variables and also to examine the relationship between the cyber-loafing behavior and job satisfaction.

2. METHOD

In this study, quantitative research methods were used. The Minnesota Job Satisfaction Scale developed by Weiss et al. (1967) was used to measure job satisfaction. This scale is Cronbach's α 0,77. The cyber-loafing scale of Örücü and Yıldız (2014) was used in order to measure the level of cyber-loafing. Cronbach's α value of the scale is 0.88. The sample of the research consists of 300 employees of a university hospital. The average number of employees of the hospital is 2500. The number of samples was calculated as 286 (Yazıcıoğlu

and Erdoğan, 2004:50). In this research, a face-to-face questionnaire was applied to 300 employees with easy sampling method. SPSS 20 program was used for the analysis of the study. In order to determine differences in the analysis of the study, t-test and one-way variance analysis were applied in independent groups and pearson correlation test was applied in order to search for relationships. The level of significance for the analyzes was accepted as 0.05.

Table 1. Socio-Demographic Data Of Healthcare Staff Participating in the Research

Gender	N	%	Marital Status	N	%
Male	164	54,7	Married	177	59
Female	136	45,3	Single	123	41
Position	**N**	**%**	**Experience in Health Sector**	**N**	**%**
Administrative Affairs	172	57,3	Less than 5 years	100	33,3
Healthcare staff	92	30,7	5 to 10 years	122	40,7
Other Staff	36	12	More than 10 years	78	26
Educational Status	**N**	**%**	**How Old are You**	**N**	**%**
Primary/High School	46	15,3	18 to 24 years old	35	11,7
Associate Degree	66	22	25 to 34 years old	85	28,3
Bachelor's Degree	144	48	35 to 44 years old	137	45,7
Master's Degree	44	14,7	45 years old and older	43	14,3
Economic Status	**N**	**%**	**Choosing the Job Willingly**	**N**	**%**
Low	106	35,3	Yes	180	60
Middle	167	55,7	No	120	40
High	27	9	**Total**	**300**	**100**

3. FINDINGS

Table 1 contains the demographic information of the participants. When table 1 is examined, it can be seen that 54.7% of the participants are male and 45.3% of the participants are female. When the marital status is examined, it is seen that 59% of the participants are married. 57.3% of the participants were administrative, 30.7% were health and 12% were assistant staff. 48% of the participants are undergraduate graduates. It is also seen that 40.7% of the participants have between 5-10 years of employment and 55.7% of the participants have middle income. 60% of the participants stated that they were willing to choose the profession and the others were unwilling to choose.

Table 2. Analyzes related to socio-demographic features of the participating in the research (T-test in independent samples and one way analysis of variance)

			N	X	t/F	p
Gender	Cyber-loafing	Male	164	2,856	-,334	,738
		Female	136	2,895		
	Job Satisfaction	Male	164	3,654	-,189	,850
		Female	136	3,671		
Marital Status	Cyber-loafing	Married	177	2,793	-1,656	,099
		Single	123	2,989		
	Job Satisfaction	Married	177	3,644	-,482	,630
		Single	123	3,688		
Choosing the job willingly	Cyber-loafing	Yes	180	2,758	-2,450	**,015***
		No	120	3,047		
	Job Satisfaction	Yes	180	3,686	,673	,502
		No	120	3,625		
Economic Status	Cyber-loafing	Low	106	2,883	2,499	,084
		Middle	167	2,933		
		High	27	2,468		
	Job Satisfaction	Low	106	3,520	3,010	,051
		Middle	167	3,725		
		High	27	3,831		
Educational Status	Cyber-loafing	Primary/High School	46	2,939	,149	,930
		Associate Degree	66	2,890		
		Bachelor's Degree	144	2,868		
		Master's Degree	44	2,800		
	Job Satisfaction	Primary/High School	46	3,801	,878	,453
		Associate Degree	66	3,711		
		Bachelor's Degree	144	3,619		
		Master's Degree	44	3,583		
Age	Cyber-loafing	18 to 24 years old	35	3,102	,775	,509
		25 to 34 years old	85	2,840		
		35 to 44 years old	137	2,869		
		45 years old and older	43	2,770		
	Job Satisfaction	18 to 24 years old	35	3,454	2,362	,071
		25 to 34 years old	85	3,576		
		35 to 44 years old	137	3,782		
		45 years old and older	43	3,618		
Experience in Health Sector	Cyber-loafing	Less than 5 years	100	2,987	1,747	,176
		5 to 10 years	122	2,888		
		More than 10 years	78	2,705		
	Job Satisfaction	Less than 5 years	100	3,639	,108	,898
		5 to 10 years	122	3,686		
		More than 10 years	78	3,653		
Position	Cyber-loafing	Administrative Affairs	172	3,029	5,075	**,007**
		Healthcare Staff	92	2,632		
		Other Staff	36	2,748		
	Job Satisfaction	Administrative Affairs	172	3,675	,084	,919
		Healthcare Staff	92	3,652		
		Other Staff	36	3,620		

When Table 2 is examined, there is no significant difference between the average of job satisfaction and cyber-loafing according to gender and marital status

variables. However, there was a significant difference between the selection of the profession and the cyber-loafing (p<0.005). According to this, it is seen that those who voluntarily choose their profession have a lower level of cyber-loafing than those who voluntarily choose not. In addition, it is seen that there is no significant difference between the participants' cyber-loafing and job satisfaction point averages and economic status, education status, age and working year variables. However, there was a significant difference between cyber-loafing and working areas (* p <0.005). It is observed that this difference is among the administrative and health personnel and the levels of cyber-loafing of administrative personnel are higher.

Table 3. The relationship between cyber-loafing and job satisfaction

		Job Satisfaction
Cyber-loafing	r	,172**
	p	,003
** p<0,01 meaningful at level		

In Table 3, it is seen that there is a weak positive relationship between cyber-loafing and job satisfaction.

Table 4. The relationship between important and trivial cyber-loafing and external job satisfaction

		External Job Satisfaction
Important Cyber-loafing	r	,228**
	p	,000
Trivial Cyber-loafing	r	,215**
	p	,000
** p<0,01 meaningful at level		

In Table 4 it is seen that there is a weakly positive relationship between significant and trivial cyber-loafing and external job satisfaction.

4. DISCUSSION AND CONCLUSION

As a result of the research, it was found that participants' level of cyber-loafing (2.87), significant cyber-loafing (2.78) and trivial cyber-loafing (2.93) were in the middle level, general job satisfaction (3.66), internal job satisfaction (3.70) and external job satisfaction (3.60) were above the middle level. In addition, there was no significant difference in the gender, marital status, econoımic status, educational status, age and working year variables of work satisfaction with cyber-loafing. However, it was found that there was a significant difference between the state of voluntary choice of the profession and cyber-loafing (P <0.005). According to this, the level of cyber-loafing of those who voluntarily choose their profession is lower than those who reluctant choose it. On the other hand, there was a significant difference between cyber-loafing and working areas (* p <0.005). It is seen that this difference is between the administrative personnel and the health personnel and the cyber-loafing levels of the administrative personnel are higher. In addition, there is a weak positive relationship between cyber-loafing and job satisfaction. It has also been found that there is a weak positive relationship between

important and trivial cyber-loafing and external job satisfaction.

According to the results of Garrett and Danziger (2008) and Civilidag (2017), there is a low relationship between job satisfaction and cyber-loafing. The results are consistent with this study. In the study conducted by Çavuşoğlu and Palamutçuoğlu (2017), it was determined that job satisfaction affected the cyber-loafing negatively. According to Çelik (2014)'s study, there is a positive relationship between job satisfaction and cyber-loafing. The fact that the results are not similar to those of this study may be due to the fact that the research is conducted on different sector employees. There was no significant difference between the cyber-loafing and gender in this study. However, according to the studies performed by Seçkin and Kerse (2017), Güngör (2016), Candan and İnce (2016), males have more cyber-loafing behavior than females. Vitak et al. (2011) found that individuals with a young, male and racial minority have a higher rate of Internet use in the workplace.

According to Candan and İnce (2016), as the number of years of work increases, there is a decrease in cyber-loafing behaviors. According to this study, as the working year increases, the level of cyber-loafing decreases. As a result of the research conducted by Örücü and Yıldız (2014), it has been determined that single

emloyees behave more in cyber-loafing. According to Çelik (2014), married individuals both have more job satisfaction and a tendency to cyber-loafing. In this study, there was no significant difference between marital status and cyber-loafing behavior and job satisfaction. According to Kaplan and Çetinkaya (2014), as the level of education decreases, trivial cyber-loafing activities are increasing. According to Afacan Fındıklı (2016), health employee with high educational status are lower in the behavior of important cyber-loafing. According to the data of this study, it was found that as the education level increases, the level of cyber-loafing decreases.

Today, the use of computers and mobile devices is increasing. Thus, virtual rescue activities can increase and lead to loss of productivity. If the business can not meet the expectations of the employees, it is likely that negative consequences will arise for both the institution and the individual. In this case, managers must prevent any negative cyber-loafing behavior in the organization. Organizations can provide control of cyber-loafing by applying balanced interventions to their employees. This research is limited to data obtained from employees of a university hospital. In future research, similar issues can be investigated for different sectors. In addition, the relationship between the behavior of cyber-loafing and psychological state can be examined.

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